⏻ em**POWER**net

Provider/APN

Automated Patient Notification

em*POWER*net:Provider/Automated_Patient_Notification

Park City Solutions em*POWER*net:Provider redefines the relationship between provider-hospital-patient and software by delivering a new set of experiences that provide a more efficient way of working. em*POWER*net:Provider delivers a personal experience, simplifying the way providers work; a collaborative experience, helping your team work easily together; and an extended experience, enabling providers to seamlessly integrate legacy systems into em*POWER*net's eHealth integration platform and access information anytime, anywhere.

em*POWER*net:Provider/APN - Patient automated system notifies patients via telephone when laboratory test and radiology procedure results are complete, allowing patients to call into the system at their convenience to retrieve results. The automated laboratory and radiology notification system will help streamline current notification processes, reduce operating expenses, increase provider and patient satisfaction, and improve the overall efficiency and quality of care.

In This Suite

⟫ **Call Activity Tracking**

⟫ **Unlimited Message Storage**

⟫ **Medical Records Documentation**

⟫ **Preferences for Delivery**

⟫ **Replay Frequency**

⟫ **Admin Tools for Managing Clinical Report Distribution**

⟫ **Provider Security**

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Automated_Patient_Notification

Designed for hospital laboratory outreach and reference lab , **em*POWER*net:Provider/APN portal** provides end-to-end laboratory and radiology notification.

In conjunction with SmartTalk, em*POWER*net:Provider/APN provides a low-cost, flexible means of delivering patient laboratory and radiology results using an Internet browser, and is designed to decrease the usuage of paper, phone, and fax methods of disseminating information to patients.

With only an internet browser and voice recording capability, providers can access laboratory and radiology results information at any time from any Internet connection. **em*POWER*net:Provider/APN** streamlined workflow ensures that physicians, their office staff and patient service center staff can **easily** and **quickly** coomunicate with the patient.

em*POWER*net:Provider/APN example sequence:
1. Test results are reviewed.
2. Provider records custom message at desktop or selects a prerecorded message for patient.
3. Automated system notifies patient that there is a message to be retrieved.
4. Patient calls notification system to access their results by using a personal identification code and answering additional identification questions for extra security.
5. After patient successfully retrieves a message, the system automatically generates a delivery confirmation for the Medical Records SF 600 form for compliance and auditing purposes.

Advantages

- Elimination of multiple phone calls providers often make to reach patients.
- Providers relay medical test results to patients in a timely fashion, adhering to compliance standards.
- Patients find it much easier to receive their results by calling into the system when it's most convenient for them, 24 hours a day.
- Improves power to compete in the outreach market.
- Increases customer satisfaction with faster order to result turnaround time and high availability of the information.
- Dashboard provides centralized access to clinical information.
- Secure real-time access to clinical orders, results, and results reporting.

em*POWER*net:Provider/APN is also designed to flag and pull certain laboratory and radiology result messages that warrant a personal phone call, such as a cancer diagnosis.

Providers can create additional patient instructions in the recorded messages for medications, follow-up visits, or further treatment.

While patients have 24-hour access to their results, the system can be programmed to stop and start its automatic calling at specific times so patients do not accidentally receive phone calls in the middle of the night.

Four Operating Divisions

Since December 1998, Park City Solutions has grown organically and through acquisition, and we have developed two successful product lines from the ground up. The company has over 250 employees focused on the health industry organized in four operating divisions:

- eHealth Solutions
- Laboratory Consulting Solutions
- Health Management, Business, and Information Consulting Solutions
- Government Consulting Solutions

Park City Solutions is led by Terry Pitts, whose extensive experience in the healthcare industry has helped foster a corporate culture unlike most in the industry. With an "Honesty at all Costs" work ethic, Terry has developed a solid visionary approach to the challenges facing healthcare today.

Park City Solutions maintains its corporate headquarters in Midway, Utah, and has satellite offices in Ann Arbor, Michigan, Cleveland, Ohio, Washington, DC, and Chicago, Illinois.

Belief Statements

- We Support Honesty at All Costs
- We Provide Sustained Value for Our Clients
- Our Clients Are Our Friends
- Character Matters
- People Are Our Greatest Asset
- We Are Dedicated to Excellence
- Innovation Is the Pathway to Excellence
- We Return Value to Our Communities

People - Process - Technology

Park City Solutions is a leading technology and professional services firm that advances healthcare performance through its people, process, and technology.

By delivering a broad range of Web solutions, and providing best practices and IT consulting services, Park City Solutions assists its healthcare and governmental clients to better manage the quality and cost of care.

Our comprehensive suite of offerings extends and links healthcare and governmental institutions to provide

Complimentary Solutions

PCS provides complementary eHealth Portal solutions, including: em*POWER*net:Patient

em*POWER*net:Patient extends an organization's existing customers and strengthen those relationships by creating a secure, personalized online knowledge point for the patient. This knowledge point strengthens the relationship between the healthcare institution and the patient as it empowers patients to better manage their health. After using a unique user ID and password, patients can access their personalized health information, review their billings, request statements, check that their insurance has been billed, and even pay their bill online!